

**Nebraska's Scorecard in the Use of E-Government
Results of the 2001 Digital State Survey
January 2002**

A. Summary of Digital State Survey Results

Nebraska compares favorably with other states in its adoption of e-government technology. The Digital State Survey, which is conducted annually by the Center for Digital Government, the Progress and Freedom Foundation, and *Government Technology* Magazine, ranks all 50 states in several categories. The purpose of the survey is to “recognize and reward states that are using information technologies strategically in running 21st century government.” Below are the results for the 2000 and 2001 surveys.

Digital State Survey Results		
<u>Category</u>	<u>2000 Ranking</u>	<u>2001 Ranking</u>
Electronic Commerce / Business Regulation	28	25
Taxation / Revenue	29	9 (tie)
Law Enforcement / Courts	12	Unranked (greater than 25 th)
Social Services	9	5 (tie)
Digital Democracy	13	3
Management / Admin.	10	22
Education	K-12: 31 st ; Higher Ed: 17 th	20
GIS / Transportation	(New category in 2001)	Unranked (greater than 25 th)
Aggregate Ranking	14th	17th

The rankings in specific categories reflect the type of questions asked. For example, in 2000, Nebraska ranked 10th in Management/Administration, because it boasted a CIO, a technology commission, and had completed a statewide technology plan. In 2001, the questions focused on whether the CIO had broad authority, whether the technology commission made decisions on projects, and whether a detailed technical architecture was in place. Nebraska's ranking dropped to 22nd, because we are pursuing a collaborative approach to coordination rather than top-down centralization of all decision-making authority. And, we are still in the early phases of the complex task of defining a technical architecture.

In addition to the survey results above, Nebrask@ Online was a 2001 finalist (top 10 designation among states) in the “Best of the Web” competition. The 2001 Digital State Survey also recognized the Department of Health and Human Services' NFOCUS program as a best practice. NFOCUS is unique among states, because it integrates multiple aid programs and provides access to a wide range of private entities that are involved in client intake and services. It is a fully automated eligibility determination and case management system that integrates twenty-five separate benefits programs.

Copies of the Digital State Survey reports are available at: <http://www.centerdigitalgov.com/>.
The “best of breed” reports are available on the NITC web site at:
www.nitc.state.ne.us/news/0201.

B. Areas for Improvement

Its score in five categories kept Nebraska from ranking in the top 10 for 2001. These include electronic commerce / business regulation, law enforcement / courts, education, and GIS / transportation. Key steps to improve in these categories are summarized below. Part C gives more detailed information about the results, criteria, and best practices for all eight categories.

ELECTRONIC COMMERCE / BUSINESS REGULATION. Moving business-related forms to the Internet for downloading or submitting online is key to success. Other areas for improvement include online vehicle registration renewals and security and ease of electronic payment options. Progress also depends on successfully engaging citizens and businesses in developing online services and information.

Current Strategy: Governor's Business Portal Initiative; individual agency enhancements.

LAW ENFORCEMENT / COURTS. Key success criteria include digital mobile technologies and a digital communications network for officers. Using digital signatures for the justice system and accepting pleadings, motions, and brief filings online are also areas for improvement. Nebraska must continue its progress in integrating criminal justice and law enforcement information systems.

Current Strategy: JUSTICE (court automation system) enhancements; Criminal Justice Information System (CJIS) Strategic Plan; individual agency enhancements.

MANAGEMENT / ADMINISTRATION. A major reason for our low ranking in this category is the lack of a technical architecture. Another is the lack of authority to implement an enterprise view of information technology. Another benchmark (Governing Magazine's Government Performance Project 2001) also downgraded Nebraska's approach to information technology management for these reasons. That survey indicated the need to accelerate development of the technical architecture, improve evaluation of proposed systems, and establish evaluation of existing systems after implementation.

Current Strategy: Nebraska Information Technology Commission (NITC) planning and project management requirements; project review process; technical architecture standards and guidelines.

EDUCATION. Doing better in this component would require a more centralized approach to several issues and services, including steps to insure the quality and effectiveness of distance education programs and using technology to track the academic performance of children in public schools. In addition, Nebraska educational institutions would need to deploy "e-learning systems" that allow individual students to conduct coursework over the Internet.

Current Strategy: NITC Education Council priorities; individual agency enhancements.

GIS / TRANSPORTATION. Criteria for success include using geographic information systems (GIS) to improve the accuracy and timeliness of decisions, integrating Intelligent Transportation System data, and providing road construction and traffic information and updates on the State web site. In addition, the State must maintain a clearinghouse for GIS data, with public access. Finally, the survey asked whether states have implemented federal plans to bring the Intelligent Highway System to the state's motor carrier industry.

Current Strategy: GIS Steering Committee Strategic Plan; Department of Roads (DOR) GIS Strategic Plan; DOR Intelligent Transportation System.

C. Detailed Analysis by Category

Part I

1. Law Enforcement and Courts

- a. Definition: The utilization of digital technologies by the judicial system, including online access to court opinions, the use of digital communications by police agencies and the availability of digital signature capability for contracts and filings.
- b. Results
 - Nebraska: Not Ranked (> 25th place)
 - Top 4 States: Colorado, Delaware, Illinois, New Jersey
- c. Criteria
 - Digital mobile technologies for officers that are connected to a digital communications network
 - Video conferencing capabilities to provide services to prisoners (hearings, visits, medicine)
 - Internet access to court decisions and opinions
 - Use of digital signatures for the justice system
 - Accepting pleadings, motions and brief filings online
 - Integrate criminal justice / law enforcement information systems
- d. Current Practices in Nebraska
 - CJIS (sharing criminal justice information across agencies and political jurisdictions)
 - Enhancements to JUSTICE (statewide automated court system)
- e. Best Practices in the Nation
 - Utah's Offender Tracking System (www.cr.ex.state.ut.us)
 - Iowa's Traffic and Criminal Software (TraCS) System (www.dot.state.ia.us)
 - Pennsylvania Incident Information Management System (www.pspiims.com)
 - Colorado's mobile data computer project for state troopers (www.state.co.us/gov_dir/cdps/csp.htm)
 - Indiana Judicial Technology and Automation Project (www.in.gov/judiciary/supreme)
 - Georgia E-Filing System for courts (www.ganet.org/gcac/)
 - Florida Video Conferencing for corrections (www.dc.state.fl.us/orginfo/contact.html)
- f. Key Success Criteria for Future Improvements
 - Provide mobile and wireless technologies for state law enforcement, with access to information from multiple agencies
 - Integrate justice systems across entire spectrum of services, including law enforcement, courts, and correctional facilities

2. Social Services

- a. Definition: The availability of online information regarding program eligibility and application procedures and the application of digital technologies such as electronic benefit transfer (EBT) systems and smart cards for benefits delivery.
- b. Results
 - Nebraska: 5th place (3-way tie)
 - Top 4 States: Kansas, Washington, Maine, Minnesota

- c. Criteria
 - Internet access to social service program participants
 - Program participants can apply for benefits online
 - Program participants can contact a caseworker directly using e-mail
 - Program participants can search for jobs online
 - Program participants can apply for a job online
 - State uses electronic benefit transfers (EBT) or “smart cards” for benefits distribution
 - State has an intranet for improving the efficiency of social services delivery
 - Automated child support system has led to increased collection rates
 - Information regarding participation in social service programs is shared with counties and cities
- d. Current Practices in Nebraska
 - NFOCUS
 - Personnel Division – online job
 - Nebraska Workforce Access System
- e. Best Practices in the Nation
 - Nebraska – NFOCUS (www.hhs.state.ne.us/)
 - Florida Online Recipient Integrated Database Access System (www.state.fl.us/cf_web/)
 - Idaho Electronic Benefits Transfer System (http://www2.state.id.us/dhw/hwgd_www/home.html)
 - Michigan HelpWorks (www.michigan.gov/eMI/DCA/eMI_CDA_Frame/1,1307,,oo.html?frameURL=http://www.mfia.state.mi.us)
 - Washington State Employment Security system (www.wa.gov/esd/skies/)
 - Kansas Aging Management Information System (www.k4s.org/kdoa/)
 - Montana Virtual Pavilion (human resources one-stop Web site) (<http://vhsp.dphhs.state.mt.us>)
 - Texas Integrated Administrative System (www.hhsc.state.tx.us)
- f. Key Success Criteria for Future Improvements
 - Online job searches, including search for a job, complete a resume, apply for a job and submit the application electronically
 - Use information technology and the Web to improve service delivery and internal operations
 - Implement federal requirements for child support collection and distribution
 - Implement electronic benefit transfers (EBT) for benefits distribution

Part II

1. Electronic Commerce / Business Regulation

- a. Definition: The availability of regulations, forms and online assistance, and the ability to submit required paperwork using the Internet.
- b. Results
 - Nebraska: 25th place (8-way tie)
 - Top 2 States: Maryland, Maine
- c. Criteria

- Percent of business related forms that are available on the Internet for downloading or submitting online
- Electronic payment options for online transactions (credit cards, e-check, or other means)
- Percent of transactions that can be paid for with electronic payment options
- Methods for engaging citizens and businesses in development of online services and information
- d. Current Practices in Nebraska
 - Credit card payments for online transactions
 - Governor's Business Portal Initiative
- e. Best Practices in the Nation
 - Illinois Online Services for Motorists for purchasing new license plates. (www.cyberdriveillinois.com/)
 - Maryland's portal for one-stop business services and information (www.choosemaryland.org)
 - North Carolina e-forms repository and object library (www.its.state.nc.us/)
 - Colorado Digital Readiness Campaign (www.oit.state.co.us/)
 - Kansas State Board of Nursing Online License Renewal (www.ksbn.org/)
 - New York Portal Feedback Project (www.oft.state.ny.us)
 - Washington Ask George (www.access.wa.gov/)
 - Louisiana E-Mail for e-government services (www.laemail.com/email/index.html)
 - Texas Common Payment Processing (www.window.state.tx.us)
- f. Key Success Criteria for Future Improvements
 - Business Portal development and interactive applications for businesses and professionals
 - Online drivers license and vehicle registration services
 - Security and ease of electronic payment options
 - Central electronic procurement system (payment gateway)
 - Streamline business and workflows for forms automation
 - Robust online search capability

2. Taxation / Revenue

- a. Definition: The ability of taxpayers to obtain information, submit returns and correspond with revenue authorities online, and the ability of states to use digital technologies to store and retrieve taxpayer information.
- b. Results
 - Nebraska: 9th place (3-way tie)
 - Top 6 States: Indiana, N. Carolina, Illinois, Kansas, Wisconsin, New York
- c. Criteria
 - Can taxpayers download tax forms?
 - Can taxpayers file their taxes online?
 - Can taxpayers pay their taxes online with a credit card or other electronic payment method?
 - Is your state using an electronic records, storage and retrieval system for tax and revenue records?
- d. Current Practices in Nebraska

- Majority of tax forms are online and taxpayers can file electronically through a third party
- e. Best Practices in the Nation
 - Indiana I-File for tax filings (www.in.gov/dor/)
 - New Jersey Electronic Imaging and Data Capture System (www.state.nj.us/treasury/revenue/index.html)
 - Connecticut E-File for tax filings (www.drs.state.ct.us/)
 - Pennsylvania E-TIDES for tax filing (www.revenue.state.pa.us/revenue/site/default.asp)
 - Massachusetts Flexible Filing for taxes (www.dor.state.ma.us)
- f. Key Success Criteria for Future Improvements
 - Allow citizens to download and file tax returns online
 - Implement electronic document management
 - Expand electronic payment options for taxpayers

Part III

1. Digital Democracy

- a. Definition: The application of digital technologies to permit Internet access to laws, government officials and other sources of information on the functions of various branches of government.
- b. Results
 - Nebraska: 3rd place
 - Top 5 States: Alaska, S. Carolina, Nebraska, Kansas, Nevada
- c. Criteria
 - Can citizens follow decisions made by the legislature?
 - Can citizens send comments and suggestions to elected officials?
 - Does the state provide election research materials on the Web?
 - Does public have remote access to legislative proceedings?
 - Is the state using electronic voting technology?
 - Does the state have a policy for responding to e-mail from citizens in a timely manner?
- d. Current Practices in Nebraska
 - Legislature's web site (<http://www.unicam.state.ne.us/>)
 - Secretary of State's web site for election information (<http://www.nol.org/home/SOS/Elections/election.htm>)
 - Accountability and Disclosure Commission (<http://nadc.nol.org/>)
- e. Best Practices in the Nation
 - South Dakota, My Legislative Research (<http://legis.state.sd.us/mylrc/index.cfm>)
 - Idaho, Redistricting Using GIS (<http://www2.state.id.us/legislat/legstaff.html>)
 - Indiana BillWatch (www.in.gov/ai/online/citizen/legis.html)
 - Washington Online Voting Pilot (<http://www.secstate.wa.gov/>)
 - Rhode Island Braille Vote System (http://155.212.254.78/ELECTIONS/elections_division.htm)
 - Ohio Statewide Election Information System (www.state.oh.us.sos/)
 - Connecticut Campaign Finance Information System (www.sots.state.ct.us)

- f. Key Success Criteria for Future Improvements
 - Use the Internet to profoundly enhance citizen access to government
 - Provide up-to-date, customized bill tracking lists and e-mail notifications on bills and committee meetings
 - Provide online access to information for election research
 - Implement electronic voting technology
 - Provide robust audio and video access to legislative proceedings

2. **Management / Administration**

- a. Definition: The adoption of new information technologies with applicability across programs and agencies, and investment in long-term information technology infrastructure.
- b. Results
 - Nebraska: 22nd place (3-way tie)
 - Top 5 States: New Jersey, Washington, Maine, Idaho, Ohio
- c. Criteria
 - Does the state have formal body that oversees implementation and coordination of IT?
 - Does the CIO have broad authority to implement an enterprise view of information technology?
 - Has the state implemented a statewide architecture
 - Is the state using technology to streamline its procurement process?
 - Has the state implemented accessibility standards into online applications?
- d. Current Practices in Nebraska
 - NITC standards and guidelines
 - NITC project planning requirements, technical reviews, and project prioritization
 - NITC project management guidelines, project status updates, and oversight of projects funded by the Information Technology Infrastructure Fund
- e. Best Practices in the Nation
 - Louisiana Statewide Online Services Directory (www.doa.state.la.us/oit/index.htm)
 - Georgia Wireless Classroom Project (<http://ganet.org/gta/index.html>)
 - New Jersey – Access New Jersey (<http://www.state.nj.us/education>)
 - Wisconsin Department of E-Government
 - New York E-Grant System (www.oft.state.ny.us)
 - Pennsylvania Dynamic Site Framework (www.oit.state.pa.us/oaoit/site/default.asp)
 - Michigan MIBUY e-procurement system (www.michigan.gov/eMI/Agency/CDA/agy_CDA_Frame/1,1630,7-102-116_353_359-432--CI,00.html?framURL=http://www.state.mi.us/dmb/)
- f. Key Success Criteria for Future Improvements
 - Implement a statewide technical architecture and project management requirements
 - Provide common tools and systems to speed implementation of e-government applications

- Rollout intergovernmental projects that include a "no-wrong-door" portal for citizens

Part IV

1. Education

- Definition: The utilization of digital technologies for educational purposes, including providing students and teachers with computers and access to the Internet and administrative functions like admissions, financial aid and course registration.
- Results
 - Nebraska: 20th
 - Top 6 States: Illinois, Georgia, Kansas, North Carolina, Pennsylvania, New York
- Criteria
 - Percent of state universities / colleges that allow students to perform administrative functions online
 - Percent of state universities / colleges that post course syllabuses, class notes, etc. online
 - How is the state ensuring the quality and effectiveness of distance education at the college / university level?
 - Is the state Dept of Ed using technology to digitally collect, store, analyze or make available information on academic progress and performance of children in public schools?
 - What has your state done to support deployment of e-learning systems?
- Current Practices in Nebraska
 - Nebraska Distance Learning Catalog (<http://netdb.unl.edu/distance>)
 - K-12 Web-based distance learning survey (<http://www.nde.state.ne.us/TECHCEN/inter/adm/Admresources.html>)
 - Nebraska Catalyst Grant--Task Force IV (<http://www.necatalyst.org/k-12cadre.htm>)
 - Higher Education Websites of Nebraska (<http://www.ccpe.state.ne.us/PublicDoc/CCPE/nepsedir.asp>)
 - Nebraska Web-based Staff Development Affiliated Consortium [NWSDAC] (<http://www.nwsdac.org/>)
 - Nebraska State of the Schools Report—Report Card (<http://reportcard.nde.state.ne.us/>)
- Best Practices in the Nation
 - Indiana E-Education Tools (<http://ideanet.doe.state.in.us>)
 - West Virginia Virtual School (<http://access.k12.wv.us/vschool/index.htm>)
 - California Common Management System (<http://www.calstate.edu>)
 - Mississippi Online Learning Institute (www.mde.k12.ms.us/)
 - Nebraska Virtually Integrated University (www.uneb.edu/)
 - Arizona Cox Education Network (www.sfb.state.az.us/sfb/sfbpub/)
 - New Mexico MAGNET (<http://cio.state.nm.us/>)
 - Louisiana Center for Educational Technology (www.doe.state.la.us/DOE/asps/home.asp?I=LCET)
- Key Success Criteria for Future Improvements

- Statewide coordination of synchronous and asynchronous distance learning efforts
- Expand digital databases and implement portals for educational services
- Implementation of a statewide education network with corresponding catalog of services

2. **GIS / Transportation**

- a. Definition: The utilization of digital technologies as a management tool for functions such as making decisions in economic development, law enforcement and fire, and a mapping tool for storing, analyzing and printing data.
- b. Results
 - Nebraska: Not Ranked (>25th place)
 - Top States: Kansas, Arizona, Illinois, Louisiana
- c. Criteria
 - Does the State have a GIS coordinating body?
 - Does the State have a clearinghouse for GIS data?
 - Is the state providing the public with access to its GIS data?
 - How is the state dept of transportation using GIS to improve the accuracy of the data and timeliness of their decisions?
 - Does the state dept of transportation have a plan to integrate its Intelligent Transportation System (ITS) data?
 - Is the State providing road construction and traffic information and updates on the State Web site?
 - Has the state implemented the Commercial Vehicle Information Systems and Networks (CVISN) to bring ITS to the state's motor carrier industry?
- d. Current Practices in Nebraska
 - GIS Steering Committee Strategic Plan
 - Department of Roads GIS Strategic Plan
 - Department of Roads Intelligent Highway System plan
- e. Best Practices in the Nation
 - Missouri Transportation Management System (www.modot.state.mo.us/)
 - Arkansas GeoStor (www.gis.state.ar.us/defaultIE.htm)
 - Virginia SOTECH GIS (www.vgin.state.state.va.us)
 - New Hampshire Rural Advanced Traveler Information System (<http://webster.state.nh.us/dot/index.htm>)
 - South Carolina Highwaysordieways.org (www.highwaysordieways.org)
 - Oregon Geospatial Data Clearinghouse (www.sscgis.state.or.us)
 - Maine Automated Roadway (www.state.me.us/mdot/homepage.htm)
 - Hawaii Pavement Management System (www.state.hi.us/dot/airports/index.htm)
- f. Key Success Criteria for Future Improvements
 - Create enterprise-wide access to GIS systems and data
 - Provide public access to GIS data
 - Incorporate GIS standards into state's enterprise architecture
 - Implement federal Commercial Vehicle Information Systems and Networks program to allow motor carriers to apply for credentials through a nationwide electronic network

